



# CALSTARS Annual Report 2000

## INTRODUCTION

The CALSTARS Annual Report provides CALSTARS agencies with a summary of system operational activities and development efforts during the previous calendar year. In part, this document represents our commitment to continue the strategic development of CALSTARS on behalf of its client agencies. Through this effort, significant workload savings are achieved for each agency and for the State in general.

While the timely and efficient daily operation of CALSTARS is our highest priority, we continue to focus our efforts on additional changes and enhancements to increase the functionality and benefit of CALSTARS for our client agencies.

## GENERAL

The CALSTARS Annual Plan was updated in July 2000. It reaffirms the basic mission of CALSTARS, outlines objectives/strategies for accomplishing that mission, and identifies specific project activities needed to meet those objectives. A copy of the updated Annual Plan was sent to each CALSTARS agency in July. The Annual Plan, the Annual Reports, and other CALSTARS information are also available through the CALSTARS website at:

*[http:// www.dof.ca.gov/html/calstars/index.htm](http://www.dof.ca.gov/html/calstars/index.htm).*

Also, the CALSTARS Advisory Council continues as an essential participant in the development of CALSTARS. The CALSTARS Advisory Council consists of representatives of CALSTARS client agencies with the chairperson being the Assistant Program Budget Manager, Department of Finance, CALSTARS. The Council continues to meet periodically to:

- ★ Represent their departments and the State in general.
- ★ Serve as an advisory group to the Department of Finance, CALSTARS, for the continued strategic growth in the development, maintenance and operation of the CALSTARS system.



- ★ Raise issues, identify problems and discuss alternative solutions to key issues/ problems.
- ★ Provide a means of keeping representative departmental fiscal management informed on the progress of CALSTARS projects and activities.

The minutes from the Advisory Council meetings can be found at the CALSTARS website.

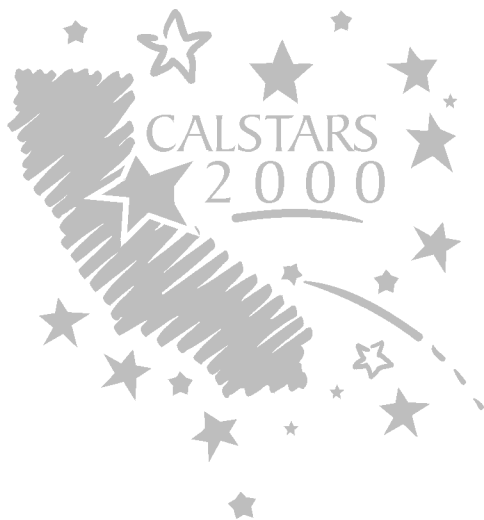
## SYSTEM CHANGES

The efficient and cost-effective daily operation and maintenance of the CALSTARS system continues to be one of our highest priorities. Beyond that, the majority of our system development resources are devoted to the projects described in the CALSTARS Annual Plan.

During 2000 the following major projects were completed:

- ★ **Data Element Options for Standard Reporting**-The standard report request process was modified to allow agencies to select a specific Index, PCA, Object Detail, FFY, Project, and/or Work Phase for more than 45 Standard Reports. In addition, ranges for Index, PCA, and Object Detail can also be selected. This enhancement allows agencies to further customize standard reports, decrease paper usage, reduce report processing costs, and ease report sorting, routing, and distribution.
- ★ **Online History File Search**-A new online History File and selection screen were developed to create an online History File Search/Inquiry capability. The new History File is updated nightly and available for transaction search based on a wide selection of search criteria. Once the transactions have been retrieved, they are available for viewing online, in hardcopy, or report file form.
- ★ **Online Screens Redesign (Phase I)**-Phase I of the Online Screens Redesign project includes a redesigned Main Menu screen and Sub Menu screens including Online Help screens, standardized colors and function keys, simplified screen navigation techniques, and new transaction input features to reduce/simplify workload associated with transaction data entry. These features include customized input screens based on transaction type, use of default codes, and drop down online tables data for search and retrieval of valid codes/ data.

These changes are also our first steps to our longer-term goal of a full graphical user interface (GUI) presentation of CALSTARS.



- ★ **Electronic Claim Schedules**-System changes were installed this year in preparation for a pilot of the Electronic Claim Schedules project. The Fund Detail Descriptor Table was modified to cross-reference the CALSTARS fund detail code to the SCO sub-fund code. This will enable claim schedules to be produced from CALSTARS with the appropriate SCO sub-fund Codes. Also, the Claim Schedules Maintenance Transaction screen was redesigned to include new processing indicators for electronic claim schedules, and a new report was created to assist agencies in their review and approval of claim schedules.

Other changes not directly related to projects in the Annual Plan were installed this year:

- ★ Two reports previously produced from the Labor Distribution Subsystem through special processing for many agencies were converted to standard reports. The L01 report, Labor Distribution by PCA, Index, Unit and Name, and the L02 report, Labor Distribution by Index, PCA, Unit and Name, are now available to all agencies via the normal standard report request process. In addition, a request option was included to suppress the display of employees' Social Security numbers to assist agencies in safeguarding confidential information.
- ★ Two Labor Distribution Subsystem files were added to the File Copy menu (Command G.2). Previously some agencies obtained copies of their labor transactions and their Payroll Extract records through special processing. Now, all agencies may obtain copies of the new Labor Transactions file and the Payroll Extract file through the File Copy menu.
- ★ An additional State Controller's Office (SCO) report was included in the process for electronic distribution of SCO reports through CALSTARS. Agencies now receive the SCO's "Cancel Stale Dated Warrant" report automatically through CALSTARS. Daily Journal Entries, three monthly reconciliation reports, and three year-end reports are already being electronically received from the SCO and distributed through CALSTARS.
- ★ Two Vendor Edit Table listing reports, the X01 and X02 reports, were modified to provide the option of excluding employee vendor records. By excluding employee records that potentially contain confidential information, agencies may distribute these reports outside the accounting office, as needed.

Other activities in 2000 included completion of a major reorganization and update of the CALSTARS Procedures Manual (CPM). Volumes 1 through 3 were reissued in their entirety, and a new Volume 7 devoted to year-end closing and reporting was added. In addition, CD-ROM disks containing the entire CPM in PDF format were distributed to agencies to promote use of the manual in electronic form and reduce the number of paper copies. The complete CPM is also accessible from the CALSTARS website.



## MONARCH & MONARCH ES WEB PORTAL

### **MONARCH**

Monarch is PC software to extract data from CALSTARS standard or system generated reports or history and operating file data sets. Now in its fourth year in the world of CALSTARS, the use of Monarch continues to grow and significantly improve each agency's internal reporting processes. To date, 78 CALSTARS client agencies have purchased over 600 copies of Monarch. That is an increase of 150 copies during 2000.

In May 2000, Datawatch Corporation released Monarch Version 5. It includes many improvements requested by users and presents a friendlier user interface. Summary processing is much faster than V4, especially in the drill up and drill down routines in complex summaries.

The Professional Edition includes all the new features plus the ability to import and join data from popular databases (DBF, DB, MDB and XLS files) and any ODBC compliant data sources, such as SQL Server and Oracle Database management systems.

During 2000, six Monarch training classes were given by a CALSTARS staff person who is a Monarch Trainer certified by the Datawatch Corporation. The Monarch classes are in high demand and waiting lists have been established. Monarch Training is available to all employees of a CALSTARS agency. See COM 00-10 for current class schedule. All classes are "Hands on" with the certified Monarch trainer leading the participants interactively through basic and advanced operations of Monarch. Students learn how to read report file data, create data extraction templates, query, filter, sort, summarize and export data for use with other PC applications. The tuition fee is \$200 per participant.

The CALSTARS/Monarch Users Group totals 270, representing 70 CALSTARS agencies. Many of these members meet once a month and continue to share information on the innovative uses of Monarch. This group also serves as a forum for agency staff to voice comments and suggestions for further enhancement to CALSTARS. The minutes from the CALSTARS/Monarch Users Group can be found at the CALSTARS website.

### ***MONARCH Enterprise Solution (ES) WEB PORTAL***

Monarch ES is a report archival and retrieval system where reports are housed on an NT Server for electronic access and display on a PC rather than on paper. During the first half of 2000, we completed the evaluation of Monarch ES using the CALSTARS evaluation NT Server purchased in March 1999. During the evaluation of Monarch ES, Datawatch Corporation upgraded the Monarch ES client server software and introduced the Monarch ES Web



Portal application. The ES Web Portal allows for viewing of reports over the Internet. The evaluation concluded that Monarch ES/ES Web has excellent security and storage/archive capabilities, can replace agency microfiche and eliminate duplicate printing of reports. CALSTARS client agencies currently spend approximately \$527,000 per year for microfiche and laser print at the Health and Human Services Data Center (HHSDC).

In July 2000, we completed a Feasibility Study Report (FSR) to purchase the Monarch ES/ ES Web Portal System and a CALSTARS Production NT Server on behalf of our CALSTARS clients. The FSR documented our analysis that, at full implementation of the Monarch ES/ES Web Portal System, CALSTARS client agencies, in total, would realize annual savings of \$316,000, based on a conservative estimate of a 60% reduction in microfiche and hardcopy print output.

In August 2000, we held the "Monarch ES Kick Off Meeting" and invited eight CALSTARS client agencies (Department of Corrections, Department of Health Services, Department of Developmental Services, Department of Parks and Recreation, Franchise Tax Board, Department of Education, Department of Toxic Substances Control and the Department of Social Services) to participate in the Monarch ES Project. Each agency assigned a Monarch ES Coordinator to participate in regularly scheduled project meetings and play a significant role in the setup of CALSTARS standard reports in Monarch ES. In addition, the Monarch ES Project is slated by HHSDC to be one of the projects to participate in their new HHSDC Project Tracking web site.

During October 2000, the Monarch ES/ES Web Portal System was installed on the CALSTARS NT Server housed at HHSDC. This NT server is dedicated solely to the operations of the Monarch ES/ES Web Portal. In November 2000, the pilot agencies began accessing a limited number of CALSTARS standard reports over the Internet. We also installed the Barr System Software on the NT Server, which will eliminate the need for manual file transfers of CALSTARS standard reports from the HHSDC mainframe. We anticipate that the initial pilot phase will last about six months. Upon completion, we will invite additional CALSTARS client agencies to begin accessing their reports through the Monarch ES/ES Web Portal to replace their microfiche and eliminate duplicate printing of hardcopy reports.

We are very excited about the Monarch ES/ES Web Portal Project. It serves as a prime example of our efforts to incorporate new and improved technology into the functionality of CALSTARS, where appropriate and cost effective.



## COMMUNICATIONS WITH AGENCIES

CALSTARS agencies are informed of changes through the online NEWS, CALSTARS Operations Memos (COMs), updates to the CALSTARS Procedures Manual (CPM), and through access to the Department of Finance web pages on the Internet. These communication methods are discussed in the following paragraphs.

**CALSTARS Online News-**As part of the Online Screen Redesign project that was implemented this year, we made significant modifications to the way News items are announced and displayed. The Daily Operation Status messages were eliminated. Instead, News items concerning processing problems are issued only when they occur. In addition, the regular News items are now separated from the job announcements. In 2000, we issued 142 News items and advertised 313 job opportunities. The following is a comparison of positions advertised last year and this year by general classification:

Classification	Last Year	This Year	Change
Accounting Administrator or equivalent	13	20	7
Senior Accounting Officer	36	38	2
Accounting Officer	38	58	20
Accountant I	41	58	17
Professional other than accounting	9	24	15
Accounting Technician	66	83	17
Senior Account Clerk/Account Clerk II	37	20	-17
Office support	13	12	-1
<b>Total</b>	<b>253</b>	<b>313</b>	<b>60</b>

The CALSTARS News continues to be a popular method of advertising vacancies.

**CALSTARS Web Page-**There is a great amount of helpful information contained on our website, including the Annual Plan, Annual Report, CALSTARS contacts, CALSTARS Advisory Council and CALSTARS/Monarch User Group meeting minutes, various CALSTARS documentation, training schedules, and much more. Take a look and bookmark the site for future use. When you have a minute, e-mail us and tell us what you think.



## CLIENT SUPPORT

The Quality Implementation Check (QIC) Review program continued this past year. A "QIC Review" is an agency-requested review of an agency's accounting practices and/or procedures. We began the year with seven active QICs. We started two new reviews, completed two, and continued work on seven still active. In all, we spent over 500 hours in QIC support.

In addition to QIC support, we provided over 2800 hours of agency-requested support to over twenty-five agencies.

CALSTARS implemented the Department of Child Support Services in January and the Department of Financial Institutions, Veterans' Home of California-Chula Vista, the California Workforce Investment Board, and the Department of Managed Care in July. In addition, the Public Utilities Commission implemented the use of check writer in September for their impound checks.

CALSTARS staff initiated the Budget Development System (BDS) project by completing a preliminary survey and establishing a multi-agency workgroup. In addition, we continue to provide Joint Application Development (JAD) team leadership on the Year-end Automated Financial Statement, ORF Enhancements, and DGS E-Commerce projects, and the internal Online Screen Standards Committee.

CALSTARS staff maintained the HOTLINE each working day from 8:30 AM until 4:30 PM and eight Saturdays in July and August from 8:00 AM until 1:00 PM for the year-end close process. In addition, agencies also access the HOTLINE via the telephone or e-mail at [HOTLINE@dof.ca.gov](mailto:HOTLINE@dof.ca.gov).





## TRAINING

We recognize one of the key ingredients to a successful accounting operation is a well-trained staff. We are striving to assist in this regard by providing needed training to all agencies.

- ★ The following table shows the number of classes conducted and students attending classes over the past two years:

Track	Class Title	Last Year		This Year		Change	
		Classes	Students	Classes	Students	Classes	Students
I	CALSTARS Overview	8	160	8	161	0	1
II	CALSTARS Tables	3	51	4	71	1	20
III	Detailed Accounting	6	104	5	96	-1	-8
IV	Labor Distribution Subsystem	2	30	1	12	-1	-18
V	SCO Reconciliation/ Month-end Close	2	29	3	52	1	23
VI	Office Revolving Fund and Checkwriter Subsystem	4	65	2	38	-2	-27
VII	Cash Receipts and Accounts Receivable	3	54	3	58	0	4
VIII	Operating Transfers, Bonds and Loans <sup>1</sup>	2	36	2	29	0	-7
IX	CALSTARS Reporting <sup>2</sup>			1	20	1	20
YEC 1	Planning for Year-end Closing - 1/2 day	9	169	10	178	1	9
YEC 2	Preparing Year-end Statements-1, 2, or 3-day Session	16	277	16	290	0	13
	Monarch for Windows	11	98	6	56	-5	-42
	<b>TOTALS, ALL CLASSES</b>	<b>66</b>	<b>1073</b>	<b>61</b>	<b>1061</b>	<b>-5</b>	<b>-12</b>
	<b>TOTAL STUDENT DAYS <sup>3</sup></b>	<b>1,966</b>		<b>1845</b>		<b>-121</b>	

<sup>1</sup> On demand. Requires at least 10 students.

<sup>2</sup> New class this year.

<sup>3</sup> Defined as the number of days of training in each track multiplied by the number of trainees in each track.



CALSTARS training classes continued to be available at no direct cost to CALSTARS agencies, except for the Monarch class. Through the Training System and the personal computers in our training room, we can simulate all parts of the production CALSTARS system. We use the "hands on" training technique in nearly every class. Two professional analysts are assigned full time to maintain and conduct the CALSTARS training classes. The Monarch classes are conducted by a CALSTARS analyst who is a Monarch trainer certificated by the

Datawatch Corporation. See COM 00-10 for a listing and schedule of classes. The schedule of classes is also available through the CALSTARS website.

Track IX, CALSTARS Reporting, was a new class this year. This class is offered to all interested program and fiscal staff of CALSTARS agencies. The class includes an overview of the accounting classification structures available in CALSTARS and identification of the financial files to which accounting activity is recorded. The various types of standard reports are identified with a discussion of report content, usage, and request options for fiscal period, levels of detail and output media. In addition, use of CALSTARS report files (electronic copies of the reports) and the availability of electronic copies of the data in the system's financial and table files are discussed.

Most of our scheduled classes fill quickly, and we maintain waiting lists for several classes. Due to this demand for training and the limited resources in the CALSTARS Training Unit, we continue to ask that the number of registrants within each track be limited to four participants per agency per class. Because of this policy, agencies should give priority to accounting office staff with direct duties and responsibilities related to the class topic.

## REPORTABLE PAYMENTS

The Reportable Payment process was run as scheduled on December 21, 2000. Agencies processed 261,081 reportable payment transactions during the year. On behalf of all CALSTARS agencies, we electronically reported 16,440 information returns (Form 1099) totaling \$ 2.650 billion to the Franchise Tax Board (FTB) and the Internal Revenue Service (IRS). This consolidated filing is beneficial to agencies because they no longer need to individually:

- ★ Prepare and mail the 1099 form to each vendor that receives reportable payments from the agency.
- ★ Report the information to the FTB and IRS.



## DAILY OPERATIONS



The year 2000 was, once again, another successful processing year for CALSTARS. With the exception of a few minor system downtimes that lasted no more than a few hours, we had no major system outages. We are quite proud of this fact, especially considering the

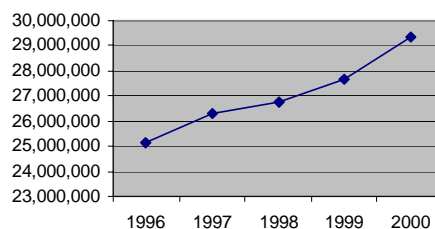
magnitude of processing that occurs each day and the size and complexity of the system changes implemented this year, including the millennium turnover.

In analyzing the processing statistics over the last few years, one statistic jumps out (please refer to the table and related charts below). In 2000, CALSTARS client agencies used six million less pages of print at HHSDC than in 1996. That is a 50% drop over the last five years. This is especially noteworthy considering the fact that, the number of transactions processed has steadily increased by 17% over that same period. Twice this year, in fact, we hit a new record for daily transactions processed. The latest was on December 12, 2000, when we processed 543,634 transactions.

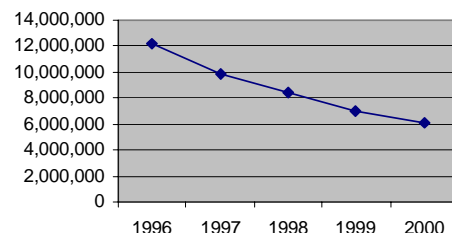
Report File ("F1" reports) requests continue to increase substantially each year. In 2000, "F1" report file requests increased by 40% over 1999, which reflects the continued growth and success of the Monarch program.

	1996	1997	1998	1999	2000
Transactions	25,113,011	26,288,615	26,765,924	27,650,209	29,320,065
Report Requests:					
Standard Reports	234,603	210,700	200,361	172,924	162,431
"N1" (Print 'Now') Reports	17,923	51,214	55,411	55,665	59,381
"F1" Report Files	822	6,020	10,906	16,700	23,460
<b>Reports Total</b>	<b>253,348</b>	<b>267,934</b>	<b>266,678</b>	<b>245,289</b>	<b>245,272</b>
Microfiche: Originals	238,092	276,618	294,121	283,822	277,209
Microfiche: Duplicates	280,605	337,399	326,588	294,605	291,120
Paper Usage (Pages printed at HHSDC)	12,166,622	9,850,636	8,475,380	7,014,871	6,107,344

Transactions



Paper Usage





## SYSTEM COSTS

Following two years of decline in CALSTARS processing costs, the total processing costs for 2000 increased by 11.6%. This was primarily the result of the continuing increase in the number of transactions processed (over 6% increase) and requested enhancements to the online system. During the 2000 year, CALSTARS staff implemented the redesigned online accounting transaction entry screens and installed the online History File Search process, which made greater use of advanced ADABAS file lookup and help facilities. These new features result from our continued efforts to make better use of ADABAS and online capabilities to simplify and lessen the workload of our client agency staff. As discussed in the 'Daily Operations' section, the drop in print output at HHSDC resulted in a 17.2% reduction in print costs. This reduction is the result of the enhancements to the Report Request subsystem and the more expansive and effective use of Monarch by CALSTARS client agencies.

For FY 2000/01, the reimbursement factor was increased by 2.6% due largely to the general salary increase.

HHSDC revised their rates effective, November 1, 2000. Overall, the impact on CALSTARS has been estimated to be a reduction of about 1.2%. However, some of the key components of these revised rates include:

- ★ Increase in print costs at HHSDC by 26.7%;
- ★ Increase in microfiche costs by 27%;
- ★ Reduction in disk storage costs by 50%; and,
- ★ Reduction of Network Access costs by 22.6%.

These changes in the print, microfiche, and disk storage rates provide much of the impetus to utilize improved technologies (Monarch ES) to lower CALSTARS costs.



## CONCLUSION

Departments rely heavily on their automated systems and their informational content for day-to-day operation and management decision-making. Recognizing that, we continue to focus on several goals for CALSTARS on their behalf.

- ★ Sustain the original goals and objectives established for CALSTARS;
- ★ Operate and maintain a value-added, cost effective accounting system;
- ★ Maintain an efficient and cost effective technology base and infrastructure of CALSTARS;
- ★ Respond to the business needs and demands for timely and accurate fiscal information and financial reporting; and
- ★ Apply new or improved technologies to enhance the system's functionality.

Consistent with these goals, work continues on a variety of projects included in the Annual Plan. These include Automated Bank Reconciliation, DGS Invoice Automated Print Process, Online Screen Redesign (Phase II), Online Functionality for Electronic Commerce, and full implementation of Electronic Claim Schedules and Monarch Enterprise Solution (ES). These projects, in particular, will employ the more recent technologies and e-government initiatives to facilitate the operation of CALSTARS and enhance its fiscal information reporting capabilities.

